

Introduction

Confronted with a hospital that routinely recorded a patient fall daily and staff perceptions that falls were routine, abysmal hand hygiene, narcotic diversions, and skyrocketing CLBSIs coupled with alarming NDNQI results, the CNO stopped the line.

The CNO and nursing leaders with frontline nurses implemented a comprehensive SAFE CARE culture, transforming care across 18 units in 8 weeks to create the synergy that resulted in sweeping changes at the frontline.

Implementation

- Safety First: Focus Leadership AND Frontline on Patient Safety
- Awareness: Achieving with data best practice outcomes for every patient
- Focus: Real Time "performance improvement"
- Expectations: Exceptional CARE for every patient
- Communication: Clear leadership expectations for JUST CULTURE
- Accountability: Action to Active SAFE CARE
- Recognition: Recognize/Share Innovations....Success across all Units
- Excellence: Empowering Frontline to TRANSFORM CARE



Discussion

- SAFE CARE is not about tasks
- Accountably to create SAFE CARE increases with the pressure of Transparency
- Sharing days "since last fall" openly brings PRIDE
- Changing a culture takes focus, endurance, empowerment, and leadership support
- It takes PASSION even when you have nothing left to give...
- Patients and families provide insight

Results

- 50% reduction falls and falls with injuries
- 50% improvement in units achieving NDNQI mean
- 45% improvement hand hygiene
- Reduced CLBSI rate by 36%
- Reduced staff narcotic diversions
- NDNQI RN satisfaction 10 /10 domains improved with 100% above mean
- Reduced restraint utilization by 30% with 50% improvement perfect documentation

